HONDA®

Rotary Mower

HR 194

OWNER'S MANUAL

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The HR194 meets CPSC blade safety requirement for walkbehind rotary power mowers.

This manual covers operation and maintenance of the HONDA ROTARY MOWER HR194.
All information in this publication is based on the latest product information available at the time of approval for printing. Honda Motor Co., Ltd. reserves the right to make changes at any time without notice and without incurring any obligation.
Any powered product can be a potential source of danger if misused or improperly maintained.
Pay particular attention to statements preceded by the following words:

WARNING

Indicates a strong possibility of severe personal injury or loss of life if instructions are not followed.

CAUTION

Indicates a possibility of personal injury or equipment damage if instructions are not followed.

NOTE:
Gives helpful information.

This manual should be considered a permanent part of the mower and should remain with the mower if it is sold.

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Thank you for purchasing a Honda Lawn Mower.
If any problems occur, or if there are any questions concerning the mower, consult an authorized HONDA dealer.
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WARNING

* *The Honda rotary mower is designed to give safe and dependable service if operated according to instructions and intended use: mowing (cutting) grass, and bagging cut grass when equipped with the grass bag. Any other use could be dangerous.*
* *Read and understand the Owner's Manual before operating the mower. Failure to do so could result in personal injury or equipment damage.*

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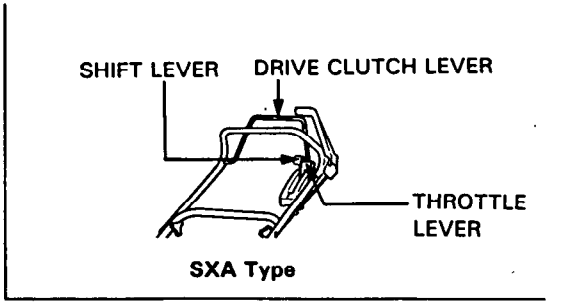
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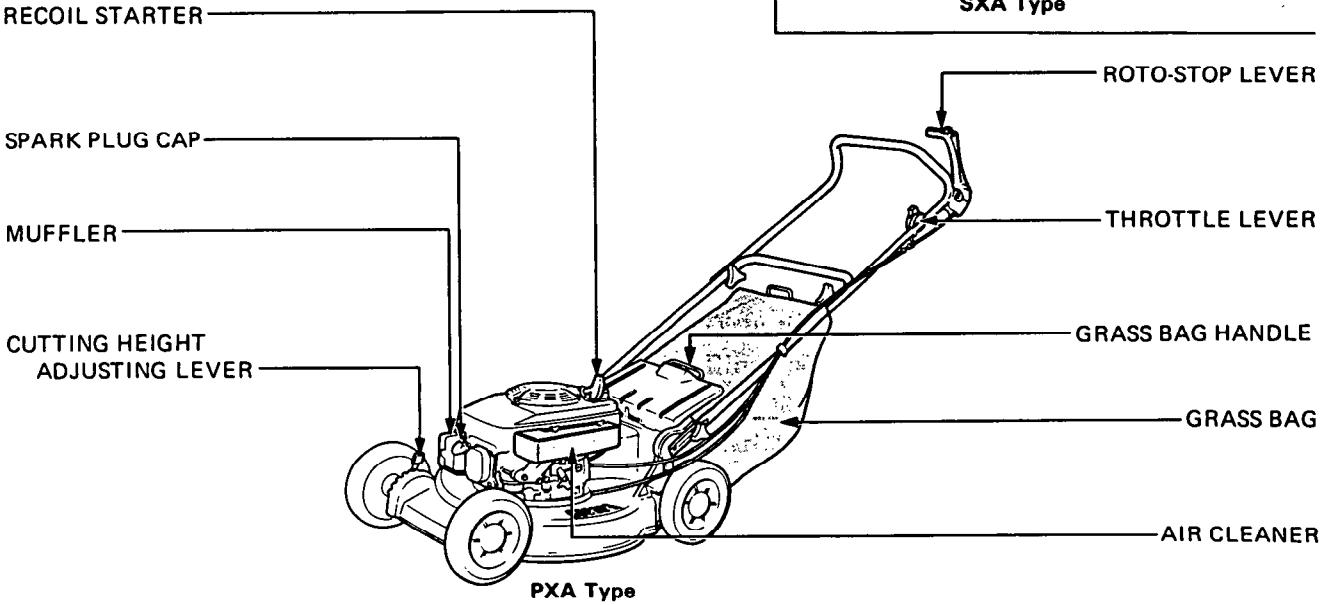
GENERAL SAFETY

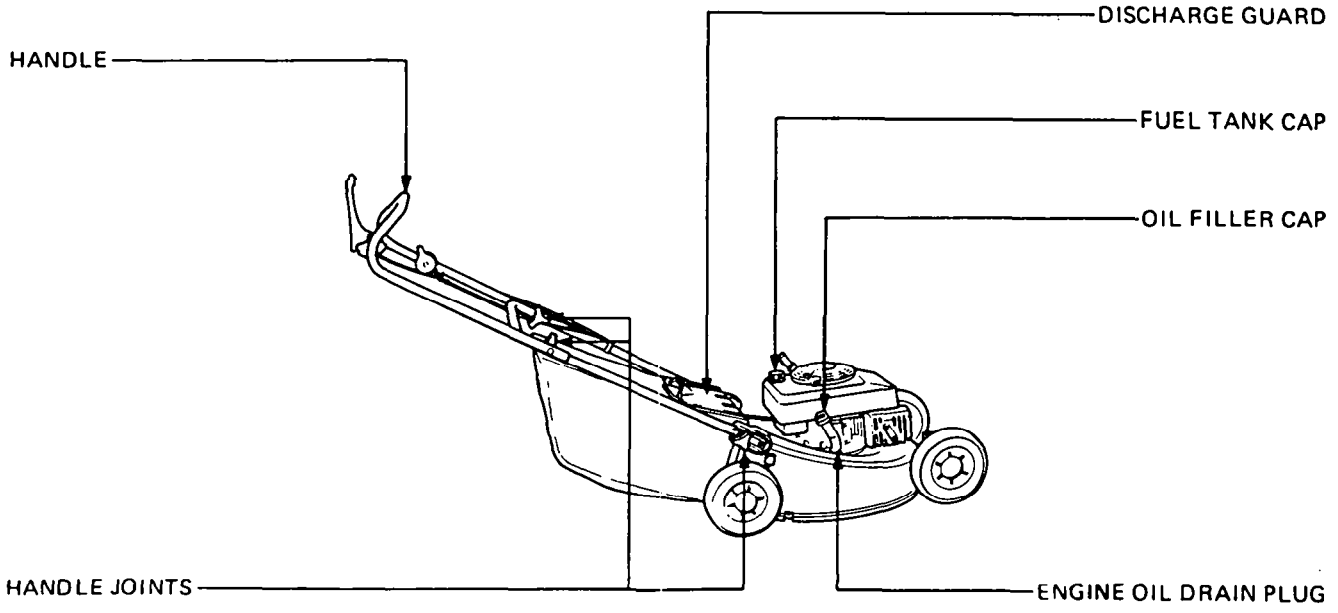
WARNING

* *Know how to stop the engine quickly and understand operation of all the controls. Never permit anyone to operate the mower without proper instruction.*
* *The rear shield is for your protection; keep it in place at all times.*
* *The blade is sharp and dangerous. Never put your hands or feet under the mower. Never tilt the mower to expose the blade while the engine is running. If you find it necessary to work on the blade or mower, stop the engine and remove the spark plug cap.*
* *Keep clear of the discharge opening when the bag is not attached to avoid being hit by a flying object.*
 Clear the lawn of sticks, stones, or debris before mowing. Mow only in cleared areas in daylight or good artificial light.
* *Protect yourself by wearing long trousers and appropriate shoes. Don't wear loose fitting clothing or sandals when mowing.*
* *Keep children and pets away from the mower at all times.*
* *If the blade strikes a stone, sprinkler head, etc. be sure the blade, blade holder, woodruff key, fasteners, crankshaft, etc. are in good condition before continuing to mow.*
 Replace any damaged parts.

COMPONENT IDENTIFICATION






HANDLE
DISCHARGE GUARD
FUEL TANK CAP
OIL FILLER CAP
HANDLE JOINTS
ENGINE OIL DRAIN PLUG

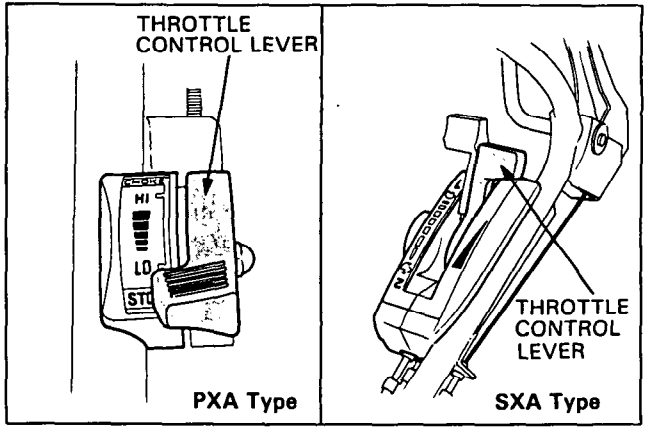
CONTROLS

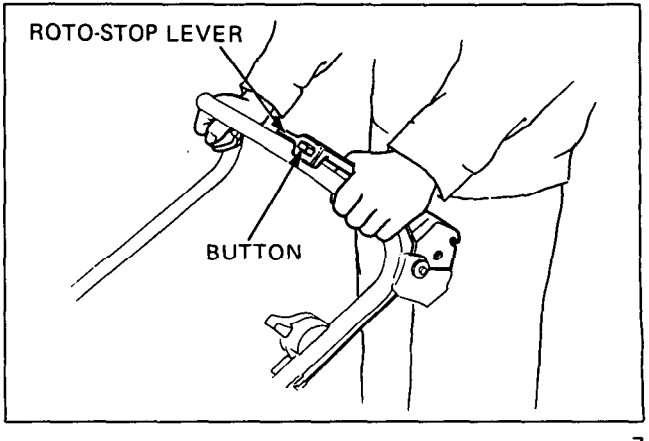
Throttle positions
"CHOKE"
"HI"
"LO"
"STOP"

ROTO-STOP Lever

To put the cutting blade into operation, press the button on top of the ROTO-STOP lever and push the lever forward, holding it against the handlebar.

The blade will stop when the ROTO-STOP lever is released.



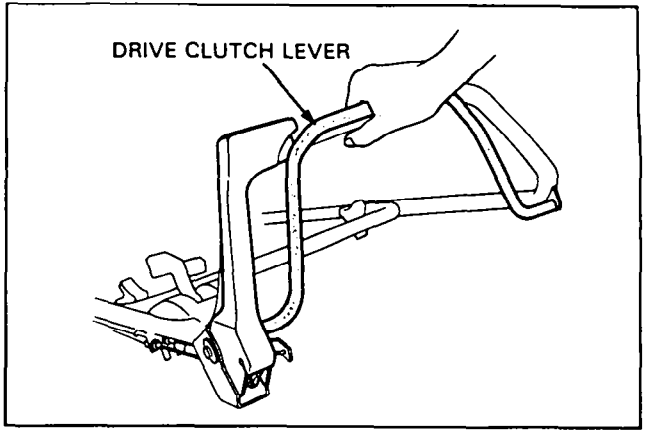


Drive Clutch Lever (SXA Type only)
The mower moves forward when only the drive clutch lever is squeezed and stops when the lever is released.

CAUTION

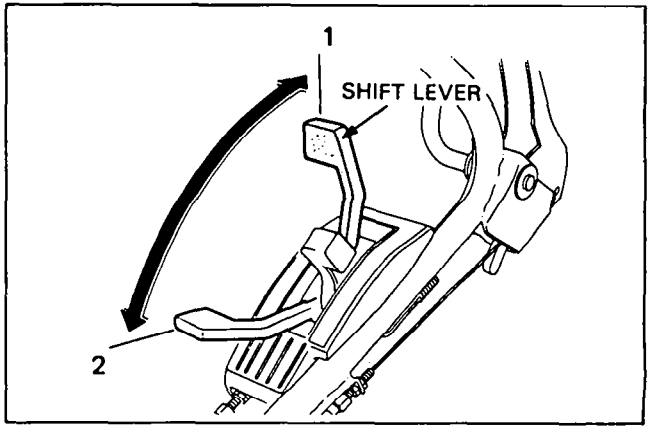
When cutting grass;

* *First, grip the ROTO-STOP lever only. At this time, the cutting blade should be free of any obstacle such as grass, etc., to allow for rapid acceleration to normal engine R.P.M.*
* *After increasing engine R.P.M. grip the drive clutch lever so that the engine operates more smoothly.*



Shift Lever (SXA type only)
Two forward speeds are available:

Position	
1	0.8 m/sec (2.6 ft/sec)
2	1.2 m/sec (3.9 ft/sec)



OPERATION

This MOWER should be always used with the grass bag in place.

The following suggestions and rules are intended to help you operate your Honda HR194 under the safest conditions possible. Be alert and exercise the same care using the mower as you would when using any other power tool.

CAUTION

* *Be especially careful when mowing uneven or rough ground. The mower may tilt, exposing the blade, and hidden objects could be thrown by the blade. Keep all four wheels on the ground.*
* *Use extra care when mowing around objects to keep the blade from striking them. Never deliberately mow over any object.*
* *Stop the engine immediately if the blade hits an object or the mower starts to vibrate. Remove the spark plug cap (keep the wire away from the plug) and inspect for damage.*
* *Never move the shift lever when the mower is self-propelling (SXA type only).*
* Mow across slopes. Do not mow excessively steep slopes.
* Always push, never pull, a mower with the engine running. Control direction by the handle, not by foot pressure on the mower housing.
* Keep a firm hold on the handle and walk, never run, with the mower.

BEFORE YOU START THE MOWER

1. Check the engine oil level.

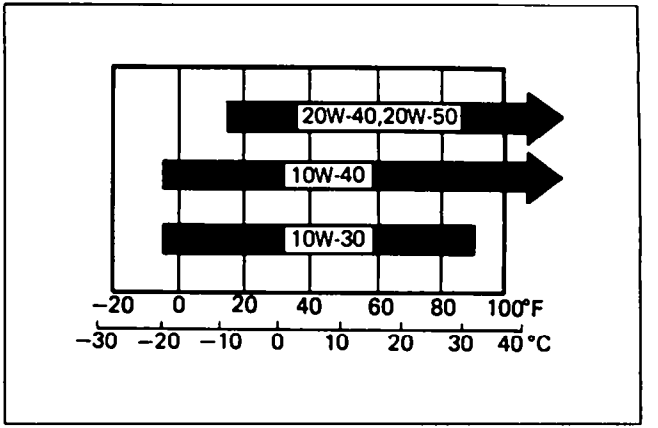
CAUTION

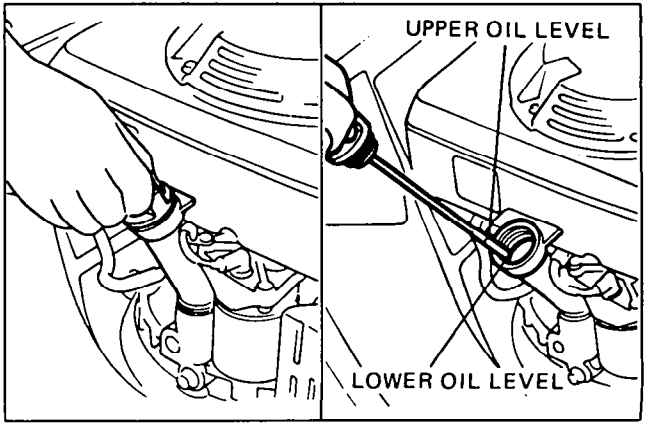
* *Engine oil is a major factor affecting engine performance and service life. Non-detergent or vegetable oils are not recommended.*
* *Running the engine with insufficient oil can cause serious engine damage.*

Use Honda-4-stroke, or an equivalent high detergent, premium quality motor oil certified to meet or exceed U.S. automobile manufacturers' requirements for service classification SE or SF (Motor oils classified SE or SF will show this designation on the container).

SAE 10W-40 is recommended for general, all temperature use.

a. Place the mower on a level surface.
b. Remove the oil filler cap and wipe the dipstick clean.
c. Insert the dipstick into the oil filler neck, but do not screw it in.
d. Check the oil level shown on the dipstick. If near the lower level, fill to the upper level with the recommended oil.





2. Check the fuel level.

Your engine is designed to use any gasoline that has a pump octane number $\left(\frac{R+M}{2}\right)$ of 86 or higher, or that has a research octane number of 91 or higher. Gasoline pumps at service station normally display the pump octane number.
We recommend that you use unleaded fuel because it produces fewer engine and spark plug deposits and extends the life of exhaust system components.

Never use stale or contaminated gasoline or an oil/gasoline mixture. Avoid getting dirt, dust or water in the fuel tank. Use of a lower octane gasoline can cause persistent "pinging" or heavy "spark knock" (a metallic rapping noise) which, if severe, can lead to engine damage.

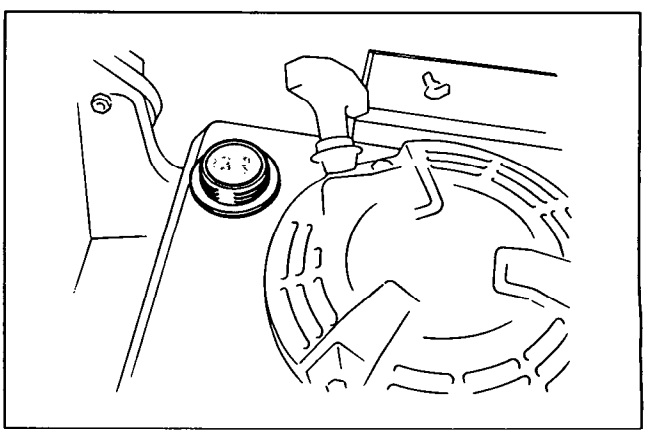
CAUTION

* *If "spark knock" or "pinging" occurs at a steady engine speed under normal load, change brands of gasoline. If spark knock or pinging persists, consult your authorized Honda dealer. Failure to do so is considered misuse, and damage caused by misuse is not covered by Honda's Limited Warranty.*

Occasionally you may experience light spark knock while operating under heavy loads. This is no cause for concern, it simply means your engine is operating efficiently.

WARNING

* *Gasoline is extremely flammable and is explosive under certain conditions.*
* *Refuel in a well-ventilated area with the engine stopped. Do not smoke or allow flames or sparks in the area where the engine is refueled or where gasoline is stored.*
* *Do not overfill the fuel tank (there should be no fuel in the filler neck). After refueling, make sure the tank cap is closed properly and securely.*
* *Be careful not to spill fuel when refueling. Spilled fuel or fuel vapor may ignite. If any fuel is spilled, make sure the area is dry before starting the engine.*
* *Avoid repeated or prolonged contact with skin or breathing of vapor. KEEP OUT OF REACH OF CHILDREN.*



GASOLINES CONTAINING ALCOHOL

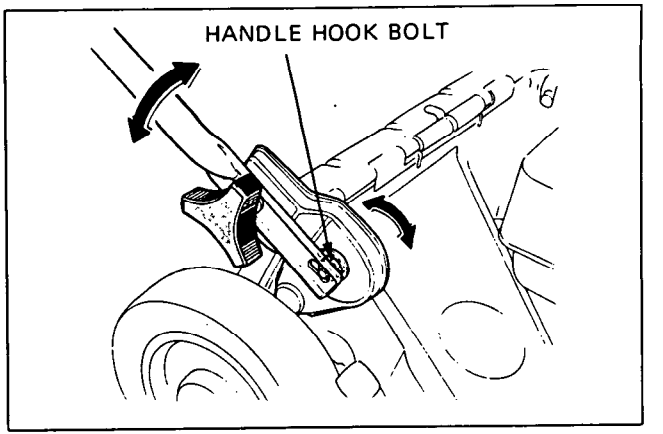
If you decide to use a gasoline containing alcohol (gasohol), be sure it's octane rating is at least as high as that recommended by Honda. There are two types of "gasohol": one containing ethanol, and the other containing methanol. Do not use gasohol that contains more than 10% ethanol. Do not use gasoline containing methanol (methyl or wood alcohol) that does not also contain cosolvents and corrosion inhibitors for methanol. Never use gasoline containing more than 5% methanol, even if it has cosolvents and corrosion inhibitors.

NOTE:

* Fuel system damage or engine performance problems resulting from the use of fuels that contain alcohol is not covered under the warranty. Honda cannot endorse the use of fuels containing methanol since evidence of their suitability is as yet incomplete.
* Before buying fuel from an unfamiliar station, try to find out if the fuel contains alcohol, if it does, confirm the type and percentage of alcohol used. If you notice any undesirable operating symptoms while using a gasoline that contains alcohol, or one that you think contains alcohol, switch to a gasoline that you know does not contain alcohol.

3. Handle height adjustment
Adjust handle height for comvenient mowing.
- Loosen both side of handle hook bolts.
- Swing the handle up or down as required.
- After adjusting, make sure the handle hook bolts are tightened securely.

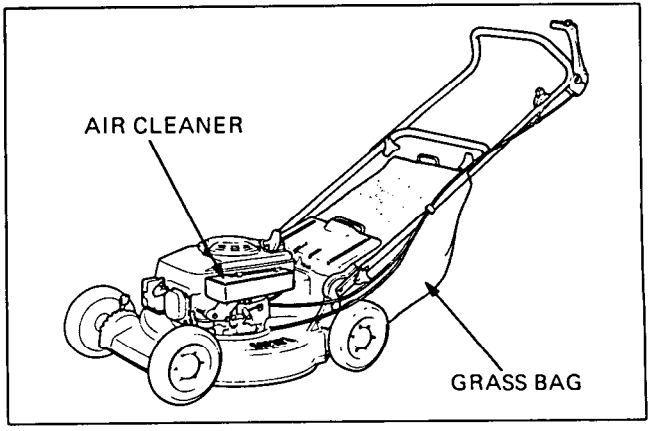
4. Check the grass bag for fraying, tears and clogged mesh. Wash the bag with water if necessary, and let it dry thoroughly. Grass will not chute properly without adequate ventilaton through the bag. Make sure that the bag is positioned properly.
5. Check the blade bolts for tightness.
Torque: 5.0–6.0 kg-m (36.2–43.4 ft-lb)



WARNING

* *To be certain that the engine will not start accidentally, remove the spark plug cap before performing this inspection.*

6. Check the air cleaner element and clean it if it is dirty (p. 25).



STARTING THE ENGINE

WARNING

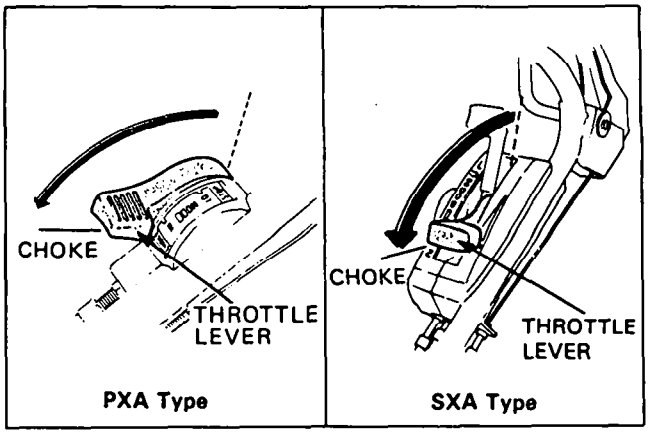
* *Exhaust gas contains poisonous carbon monoxide. Never run the mower in an enclosed area. Be sure to provide adequate ventilation.*

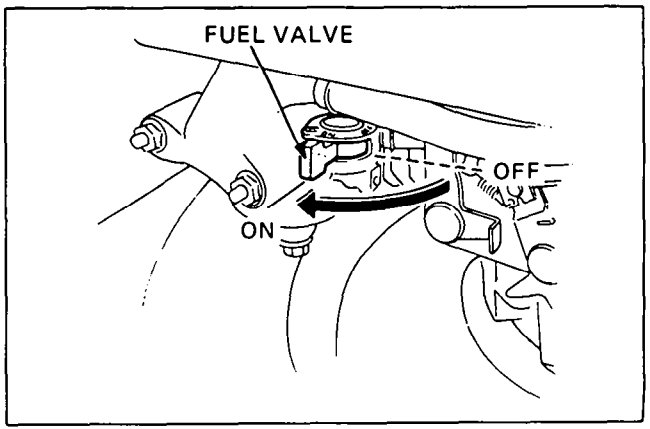
1. Move the throttle lever to "CHOKE".

NOTE:

Do not use "CHOKE" when the engine is warm or the air temperature is high. Move the throttle to "LO" instead.

2. Turn the fuel valve "ON".





3. Place your foot on the "STEP" of the mower housing.
4. Pull the starter rope lightly until you feel resistance, then pull briskly.

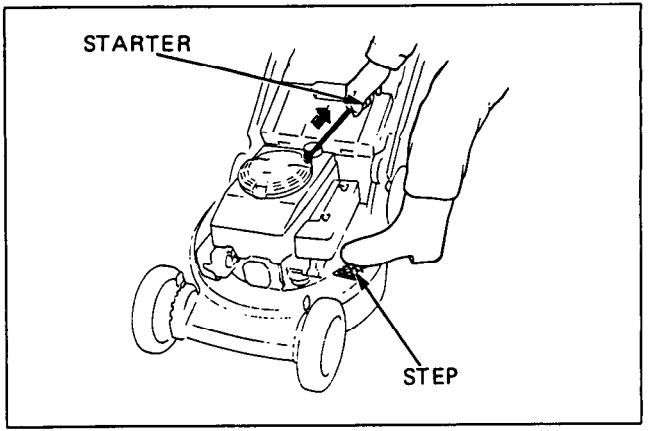
NOTE:
Do not allow the rope to snap back; return it by hand.

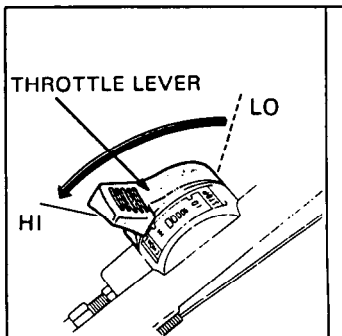
5. After the engine warms up, move the throttle lever to "HI". Push the ROTO-STOP lever forward to put the cutting blade into operation.

SXA type only:
Move the shift lever to "1". Engage the drive clutch/ROTO-STOP and the mower will move forward. For faster speeds, shift to "2".

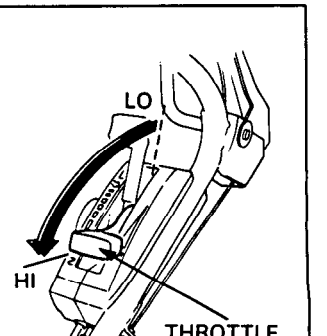
NOTE:

The throttle lever may be moved anywhere between "HI" and "LO" to adjust engine speed during operation.
However the engine may stall if the lever is at "LO" when the ROTO-STOP is engaged.





PXA Type



SXA Type

Flooded Engine

If the engine won't start after several pulls on the starter rope the engine is probably flooded.
To clear a flooded engine:

1. Move the throttle lever to "STOP" and turn off the fuel valve.
2. Remove and dry the spark plug. When re-installing the plug, thread it in by hand until it seats. Then tighten it an additional 1/8-1/4 turn with the spark plug wrench to compress the washer.
3. Move the throttle to "HI", turn on the fuel valve and repeat steps 3-5 under "Starting the Engine".

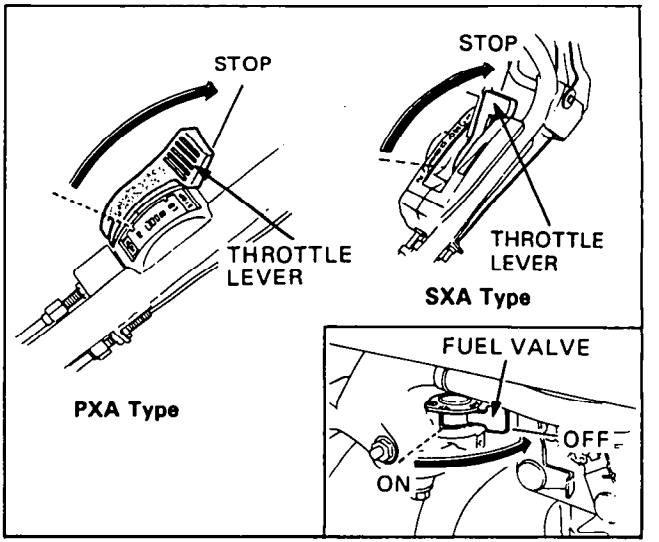
Stopping the Engine

1. Release the drive clutch (SXA type only) and ROTO-STOP lever.
2. Move the throttle lever to "STOP" and turn off the fuel valve.

- **High altitude operation**

At high altitude, the standard carburetor air-fuel mixture will be excessively rich. Performance will decrease, and fuel consumption will increase.

High altitude performance can be improved by installing a smaller diameter main fuel jet in the carbuetor and readjusting the pilot screw. If you always operate the rotary mower at altitudes higher than 6,000 feet above sea level, have your authorized Honda Rotary Mower dealer perform these carburetor modifications.



Even with suitable carburetor jetting, engine horsepower will decrease approximately 3.5% for each 1,000 foot increase in altitude. The affect of altitude on horsepower will be greater than this if no carburetor modification is made.

CAUTION

* *Operation of the mower at an altitude lower than the carburetor is jetted for may result in reduced performance, overheating, and serious engine damage caused by an excessively lean air/fuel mixture.*

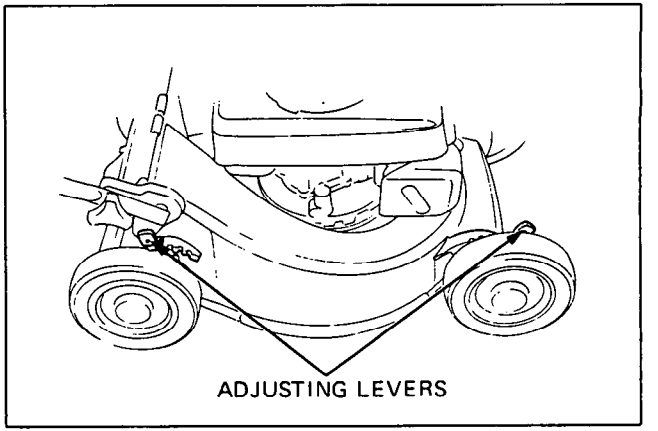
Cutting Height Adjustment

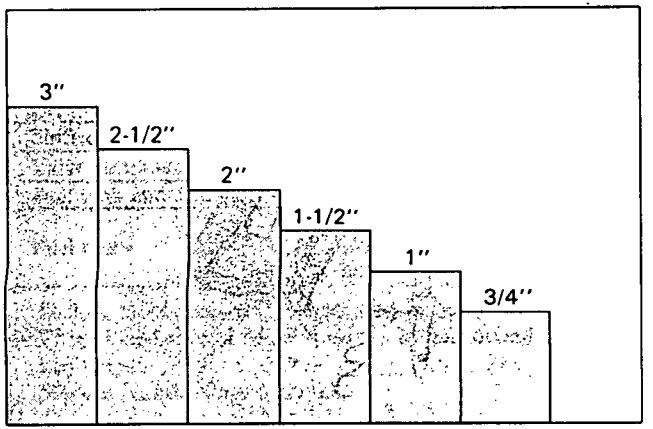
Six settings are available: 3/4", 1", 1-1/2", 2", 2-1/2", 3".

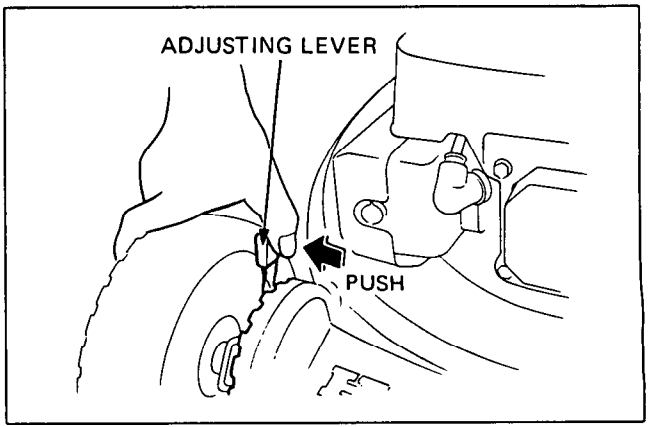
1. Stop the engine.
2. Push the front and rear adjusting levers toward the wheels and move them up or down to raise or lower cutting height. Adjust all four wheels to the same height.

WARNING

* *Be careful not to touch the muffler when adjusting the right front wheel height.*
 The muffler will stay hot for a while after the engine is stopped.







Grass Bag

The bag is subject to wear under normal usage; check frequently for fraying and tears. Replace deteriorated bags only with Honda replacement bags or their equivalent. When the bag needs cleaning, wash it with water and make sure it is dry before using it.

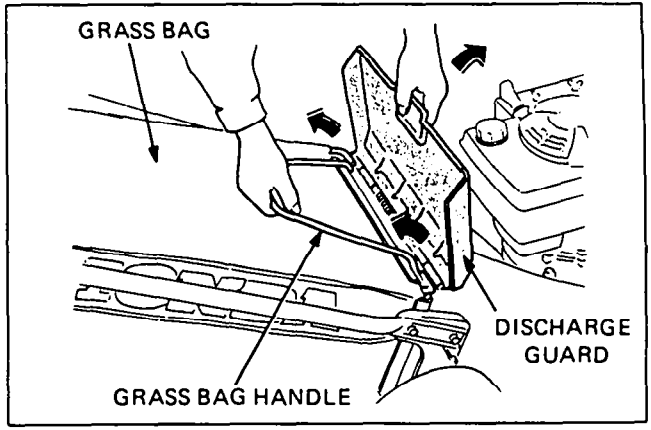
Clogged mesh will result in poor grass chuting and a wet bag will clog quickly.

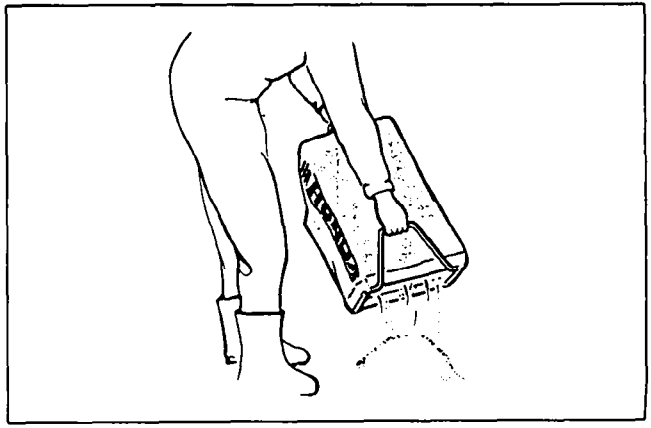
Removal

1. Stop the engine.
2. Raise the discharge guard, grasp the grass bag handle, and lift the bag to unhook it from the mower.

Installation

Raise the discharge guard and hook the grass bag frame over the retaining tabs on the mower.

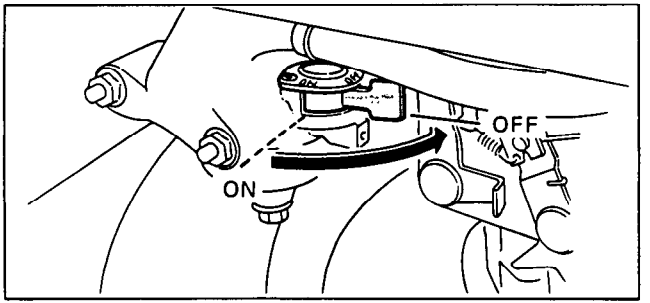




TRANSPORTING/STORAGE

Transporting

Turn the fuel valve OFF when transporting the mower.

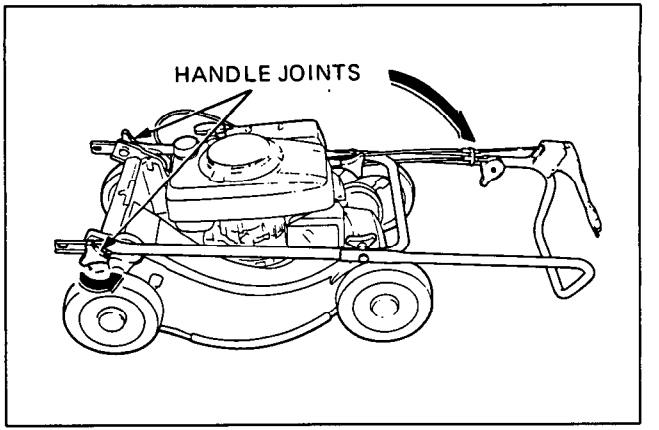


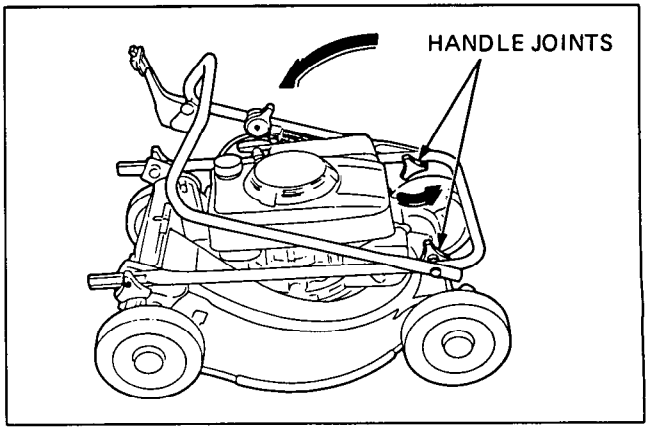
WARNING

* *To avoid fuel and oil spillage to not tilt the unit; spilled fuel may ignite.*

The handle may be folded for convenience:

1. Remove the grass bag (p. 18).
2. Loosen the upper and lower handle joints and collapse the handle as shown.





Preparation for Storage

The following steps should be taken to protect the mower whenever it will be stored for longer than 30 days.

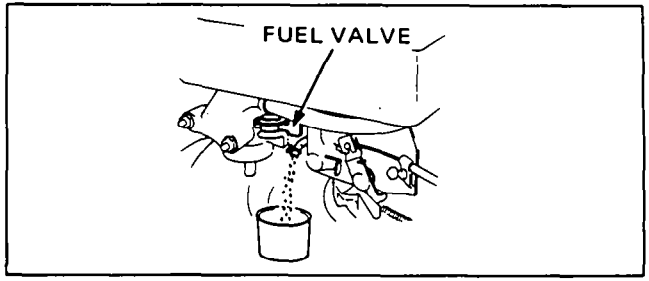
1. Drain the fuel tank and carburetor into a suitable gasoline container:
 A. Disconnect the fuel tube from the carburetor and drain the fuel tank.
 B. Loosen the carburetor drain bolt to drain the carburetor.
 C. Retighten the drain bolt, connect the fuel tube and turn the fuel valve OFF.

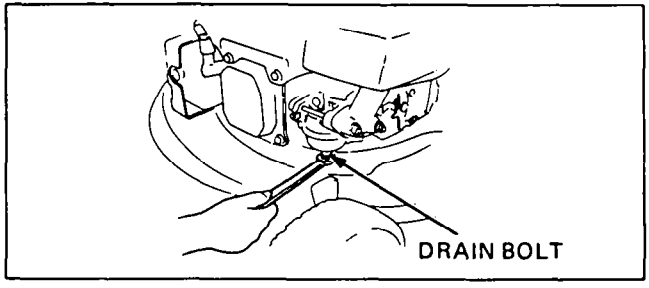
WARNING

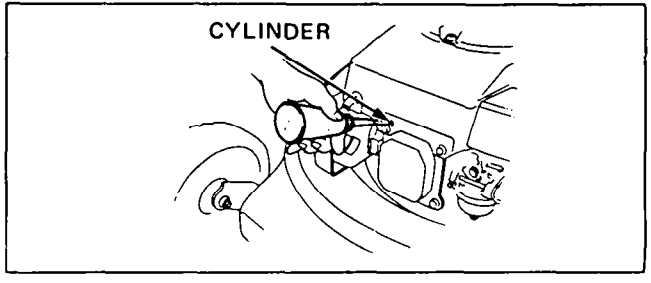
* *Gasoline is extremely flammable and explosive under certain conditions. Do not smoke or allow flames or sparks in the area.*

2. Change the engine oil (p. 24).

NOTE:
If the mower will be stored for longer than a year, remove the spark plug and pour three tablespoonsful of clean motor oil into the cylinder. Pull the starter rope slowly two or three times to distribute the oil. Replace the plug.





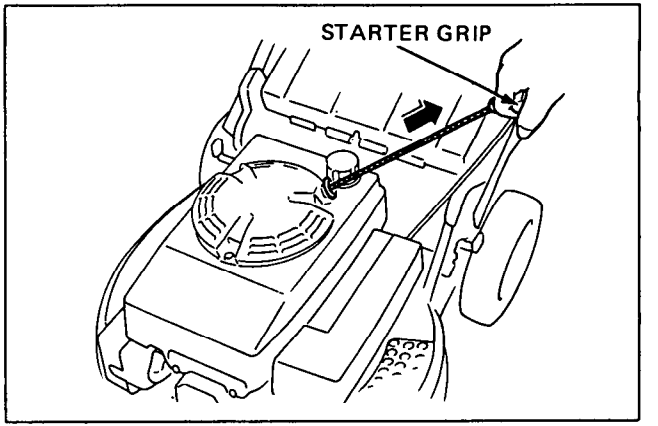


3. Pull the starter rope until resistance is felt. This closes the valves and helps to protect the combustion chamber from corrosion.
4. Remove dirt and debris from the underside of the mower housing. Clean the mower thoroughly. Paint areas that may rust with a rust-resistant paint, or coat with a light film of oil.
5. Move the shift lever into 1st position.
6. Cover the mower and store it on a level surface in a dry, dust-free area.

Removal From Storage

1. Remove the spark plug; check that it is clean and properly gapped (p. 26). Pull the starter rope several times.
2. Thread the spark plug in as far as possible by hand, then use the plug wrench to tighten 1/8 to 1/4 turn further to crush the plug washer.
3. Check the engine oil level and condition.
4. Fill the fuel tank and start the engine.

NOTE:
If the cylinder was coated with oil, the engine will smoke at start up; this is normal.



MAINTENANCE

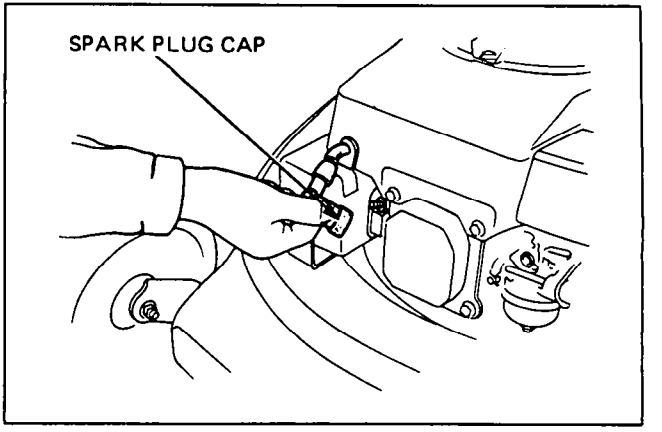
WARNING

* *To prevent accidental start-up, shut off the engine and disconnect the spark plug cap before performing any maintenance.*

CAUTION

* *Use only genuine Honda parts or their equivalent for maintenance or repair. Replacement parts which are not of equivalent quality may damage the mower.*

Periodic inspection and adjustment of the Honda HR194 are essential if high level performance is to be maintained. Regular maintenance will also help to extend service life. The required service intervals and the kind of maintenance to be performed are described in the chart on the following page.



Maintenance Schedule

ITEM	REGULAR SERVICE PERIOD (3) Perform at every indicated operating hour interval whichever comes first.	Each Use	First 1 month or 20 Hrs.	Every 3 month or 50 Hrs.	Every 6 months or 100 Hrs.	Every year or 300 Hrs.
Engine oil	Check level	o				
	Change		o		o	
Air cleaner element	Check	o				
	Clean			o(1)		
Spark plug	Clean - Adjust				o	
Blade bolts (Tightness)	Check	o				
Grass bag	Check - Clean	o				
Throttle cable	Adjust					o
Spark arrester (Optional part)	Clean				o	
ROTO-STOP cable	Adjust				o	
ROTO-STOP	Check				o(2)	
Drive clutch cable	Adjust					o
Shift cable	Adjust				o	
Valve clearance	Check - Adjust					o(2)
Fuel tank and strainer	Clean					o(2)
Fuel tuabe	Check (Replace, if necessary	Every 3 years (2)				

(1) Service more frequently when used in dusty areas.
(2) These items should be serviced by an authorized lawn mower, unless the owner has the proper tools and is mechanically proficient.
See the Honda Shop Manual.
(3) For professional commercial use, log hours of operation to determine proper maintenance intervals.

ENGINE OIL CHANGE

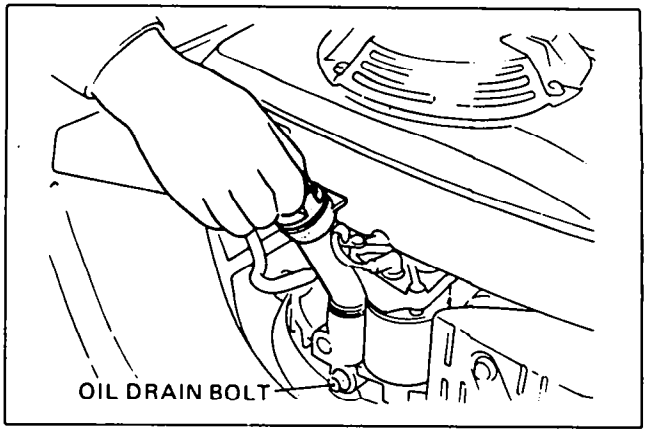
Drain the oil while the engine is still warm to assure rapid and complete draining.

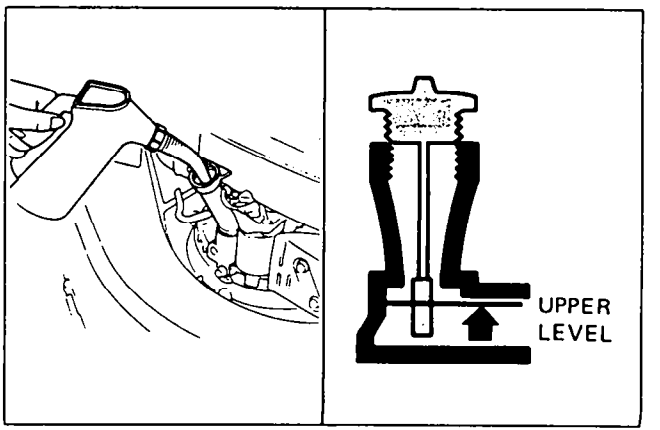
1. Remove the filler cap.
2. Remove the drain bolt, drain the oil, and retighten the bolt securely.
3. Refill to the "Upper" level mark with the recommended oil. Tighten the cap securely to prevent leakage.

CAUTION

* *Used motor oil may cause skin cancer if repeatedly left in contact with the skin for prolonged periods. Although this is unlikely unless you handle used oil on a daily basis, it is still advisable to thoroughly wash your hands with soap and water as soon as possible after handling used oil.*

NOTE:
Please dispose of used motor oil in a manner that is compatible with the environment. We suggest you take it in a sealed container to your local service station for reclamation. Do not throw it in the trash or pour it on the ground.

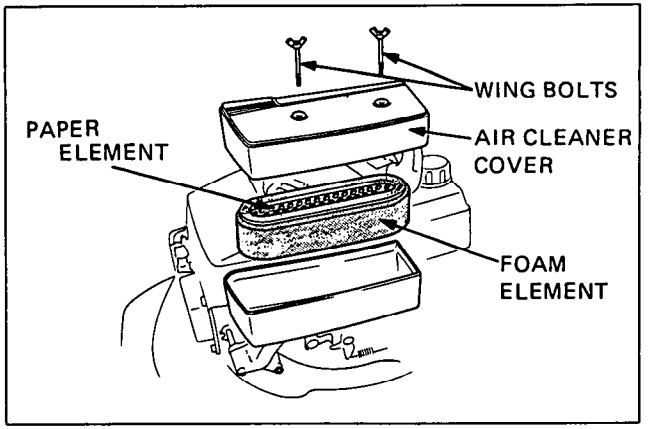




AIR CLEANER SERVICE

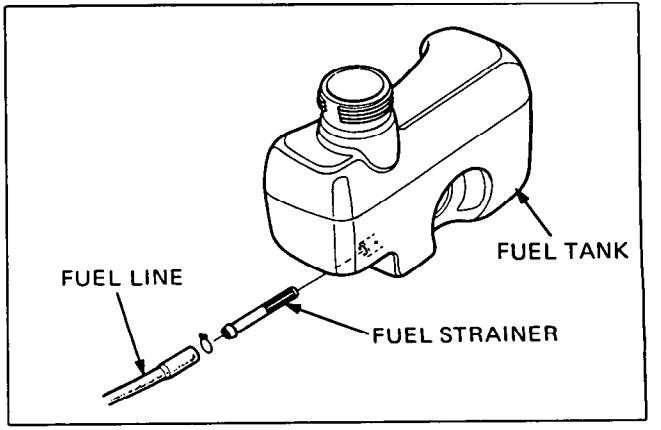
A dirty air cleaner will restrict air flow to the carburetor. To prevent carburetor malfunction, service the air cleaner frequently.

1. Remove the wing bolts and the air cleaner cover. Remove the elements and separate them. Carefully check both elements for holes or tears and replace if damaged.
2. Foam element: Clean in warm soapy water, rinse and allow to dry thoroughly. Or clean in high flash-point solvent and allow to dry. Dip the element in clean engine oil and squeeze out all the excess. The engine will smoke during initial start-up if too much oil is left in the foam.
3. Paper element: Tap the element lightly several times on a hard surface to remove excess dirt, or blow compressed air through the filter from the inside out. Never try to brush the dirt off; brushing will force dirt into the fibers.



FUEL STRAINER SERVICE

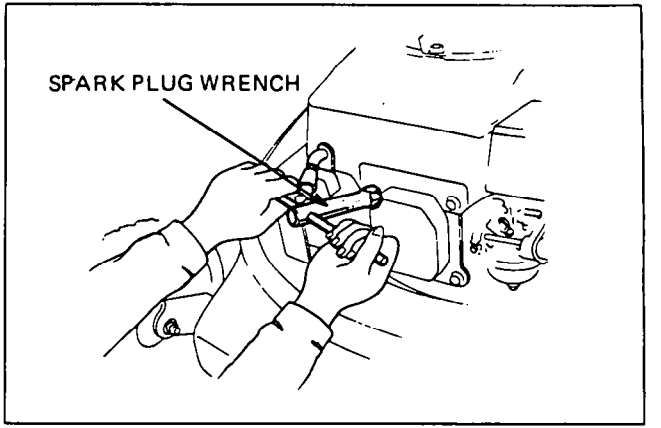
1. Drain the fuel tank (see p. 20).
2. Remove the fuel line from the fuel tank.
3. Remove the fuel strainer from the fuel tank and inspect the filter screen. Clean the screen with a high flash-point solvent if it is dirty.
4. Reinstall the fuel strainer and the fuel line on the fuel tank. Refill the tank with gasoline and check for leaks.

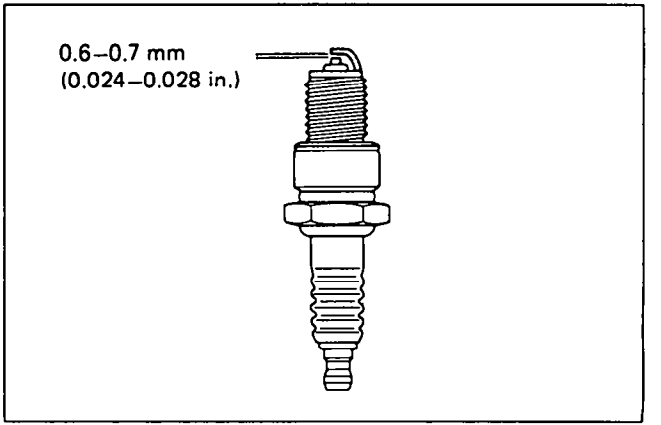


SPARK PLUG

Standard Plug: BP5ES, BPR5ES (NGK)
W16EP-U, W16EPR-U (ND)

1. Disconnect the cap and remove the spark plug.
2. Visually inspect the plug. Discard the plug if its tip is heavily deposited or if the insulator is cracked or chipped.
3. Measure the plug gap with a wire-type feeler gauge; it should be 0.6–0.7 mm (0.024–0.028 in). If adjustment is necessary, bend the side electrode carefully.
4. Make sure the sealing washer is in good condition, then thread the spark plug in by hand until it seats.
5. Use the wrench to tighten a new plug 1/2 turn further to compress the washer. If you are reusing the plug it should only take 1/8–1/4 turn after the plug seats.
6. Replace the spark plug cap.





BLADE REMOVAL AND SHARPENING

WARNING

* *Wear heavy gloves to protect your hands.*
* *Disconnect the spark plug cap to prevent accidental start-up.*

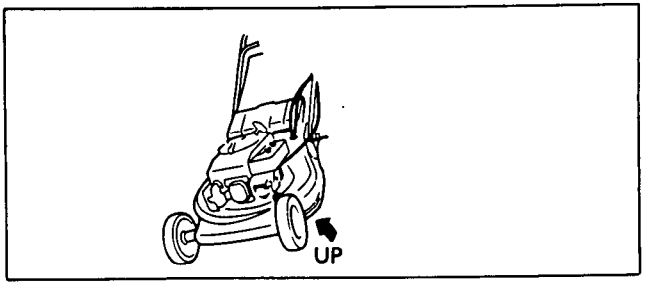
1. Turn the fuel valve to "OFF," and drain the carburetor (see p. 20).
2. Tilt the mower so the carburetor side is up. Remove the blade bolts to remove the blade.

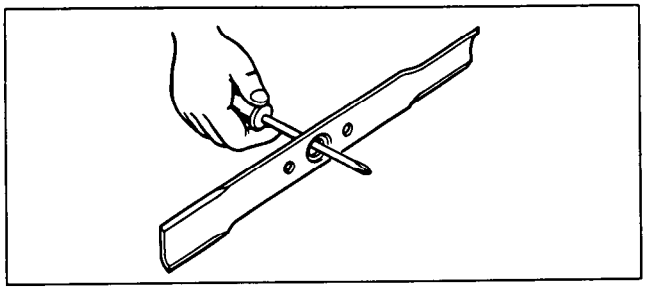
NOTE:
Never tilt the mower so the carburetor side is down. It will result in hard starting.

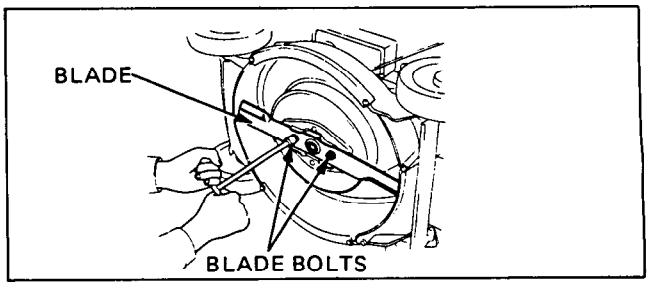
3. Sharpen the blade cutting edges with a file. File the top side only. Maintain the original bevel for a fine cutting edge. File both ends evenly to maintain blade balance.

NOTE:
Use only a genuine HONDA replacement blade or equivalent.

4. Clean away any dirt and grass from around the blade shaft.
5. Install the blade so that the blade bolts are securely tightened to the specified torque.
 Torque: 5.0–6.0 kg-m (36.2–43.4 ft-lb)

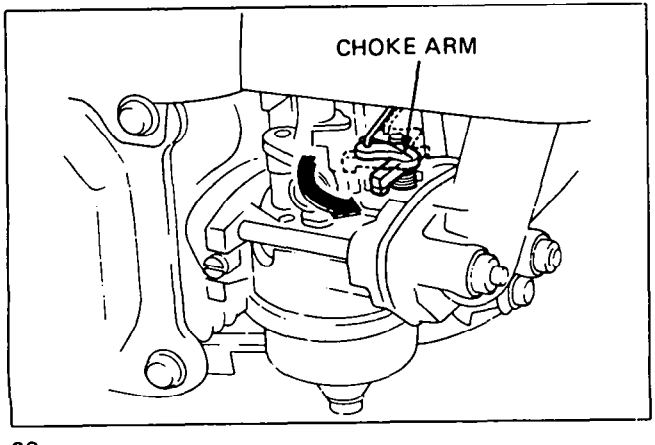


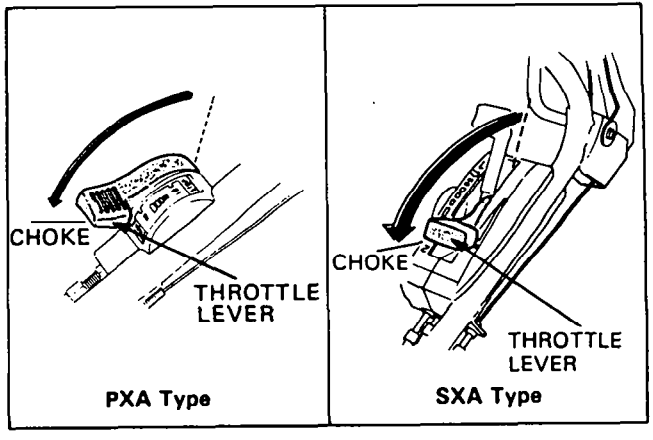


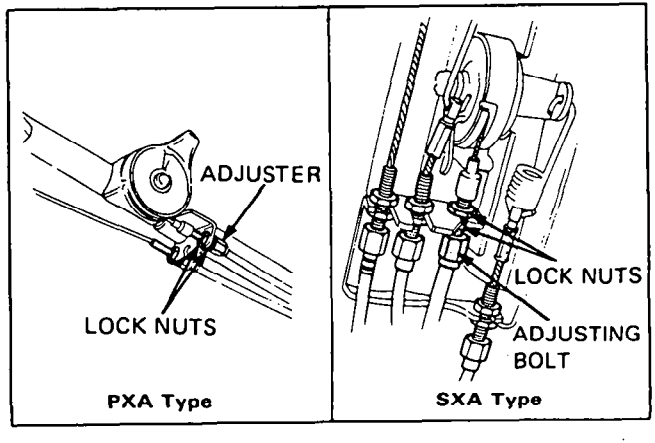


THROTTLE CONTROL CABLE ADJUSTMENT

1. With the throttle lever in the "CHOKE" position, the carburetor choke arm should move all the way to the right, as far as it will go. Push the choke arm with your finger to check whether it is all the way to the right.
2. If adjustment is necessary, loosen the control cable lock nuts, and move the adjuster up or down as required. Tighten the lock nuts, and recheck the carburetor choke arm position.
3. Start the engine, and make sure the engine stops when the throttle lever is moved to the "STOP" position. Readjust the cable if necessary.

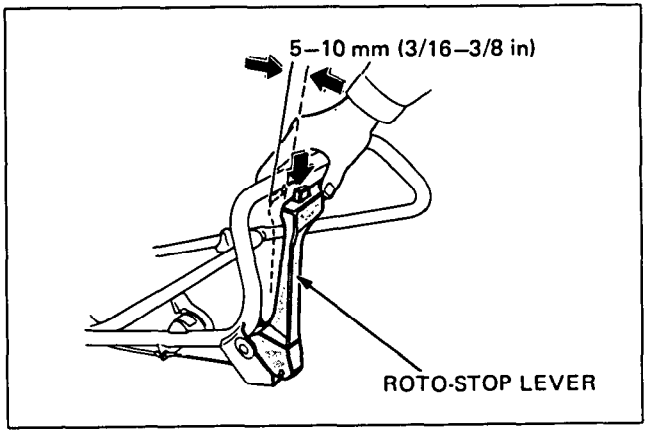


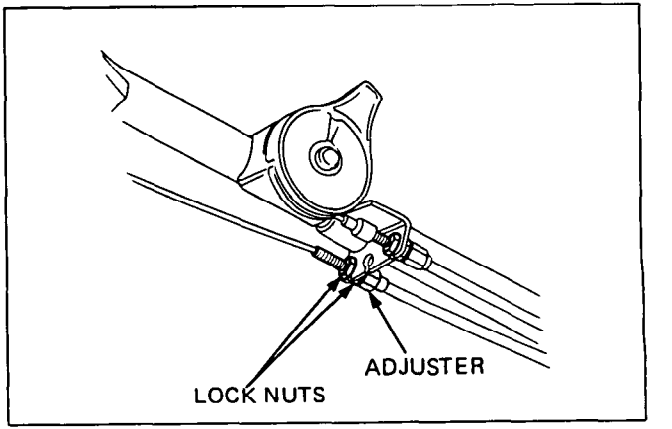




ROTO-STOP LEVER FREE PLAY

1. Measure free play at the tip of the lever with the button pushed down, it should be between 5–10 mm (3/16–3/8 in).
2. If adjustment is necessary, loosen the lock nuts and turn them to run the adjuster up or down as required. Tighten the lock nuts and recheck free play.
3. Start the engine and operate the ROTO-STOP lever. Check to be sure the blade stops when the lever is released.



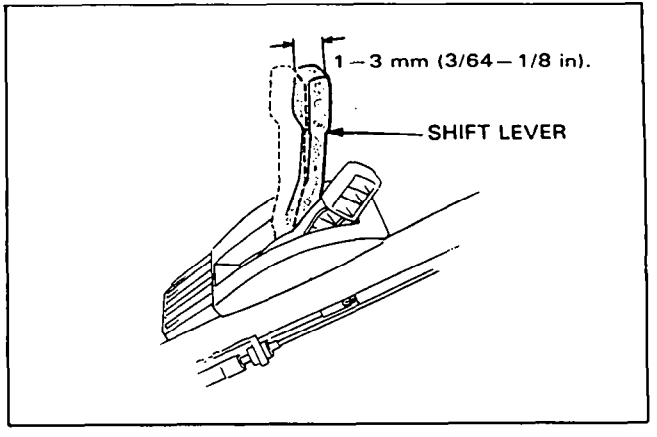


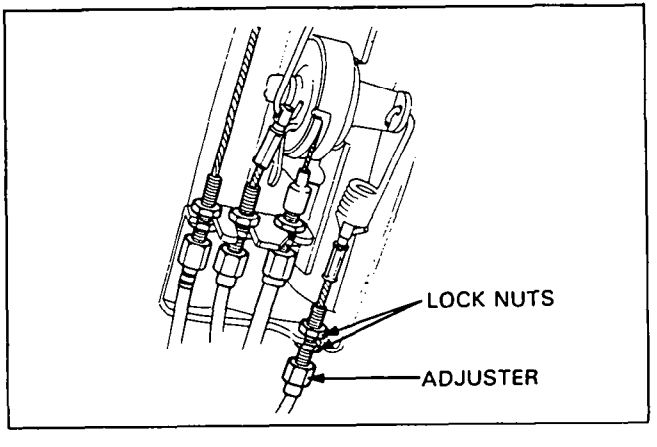
SHIFT LEVER FREE PLAY (SXA Type)

1. Measure free play at the tip of the lever, it should be 1—3 mm (3/64—1/8 in).
2. If adjustment is necessary, loosen the lock nuts and turn them to run the adjuster up or down as required. Tighten the lock nuts and recheck free play.
3. Start the engine and operate the shift lever. Check to be sure the transmission is shifted into gear smoothly.

CAUTION

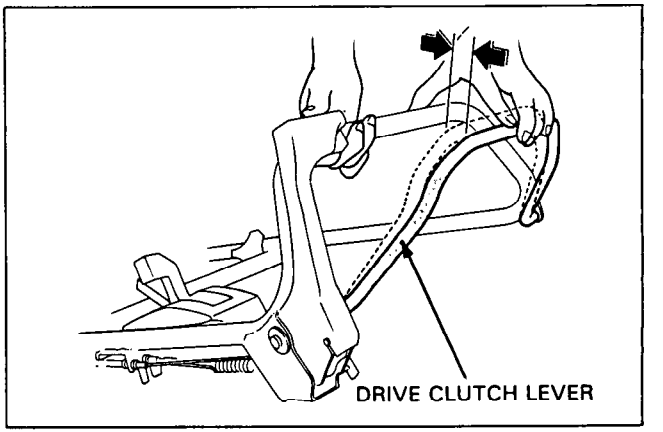
* *Never shift the transmission while self-propelling.*

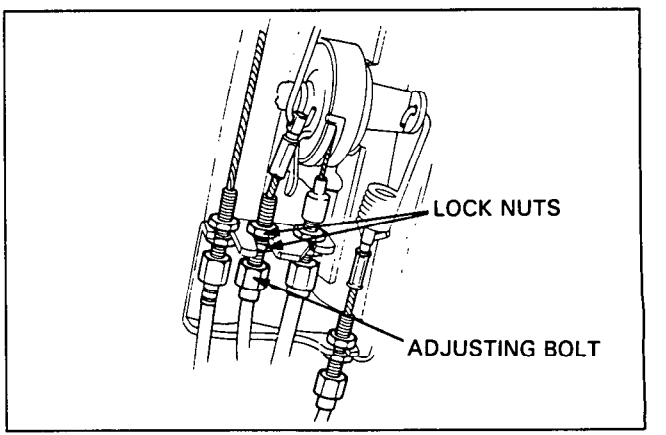




DRIVE CLUTCH FREE PLAY (SXA Type)

1. Measure free play at the top of the lever as shown; it should be between 5—10 mm (3/16—3/8 in).
2. If adjustment is necessary, loosen the clutch cable lock nuts and turn the adjusting bolt to increase or decrease free play.
3. Tighten the lock nuts securely.
4. After adjusting, make sure the drive clutch operates properly; moving forward when gripping and stopping to propell when releasing.





SPARK ARRESTER MAINTENANCE (Optional part)

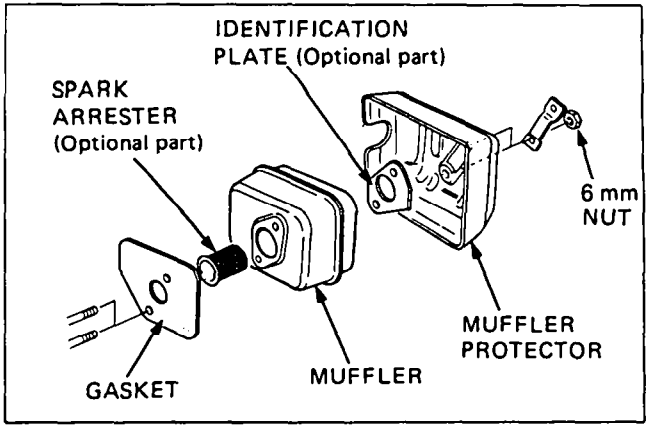
WARNING

If the mower has been running, the muffler will be very hot. Allow it to cool before proceeding.

1. Loosen two 6 mm nuts and remove the muffler protector, identification plate, muffler comp and gasket.
2. Remove spark arrester from the muffler. (Taking care not to damage the wire mesh.)

NOTE:
Check for carbon deposits around the exhaust port and the spark arrester, and clean with a wire brush if necessary.

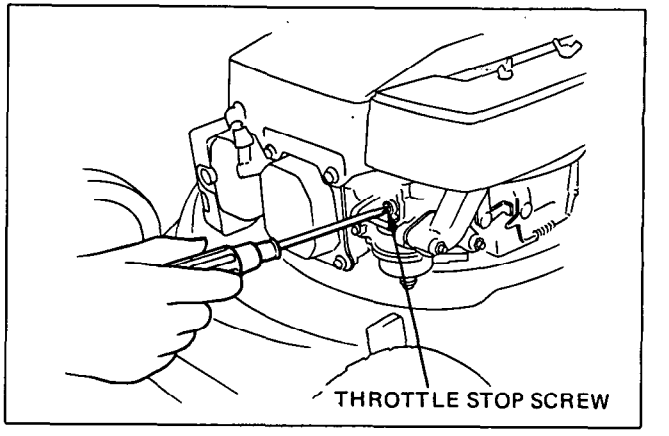
3. Install spark arrester in the muffler.
4. Install gasket, muffler, identification plate, muffler protector and then tighten the two 6 mm nuts securely.



IDLE ADJUSTMENT

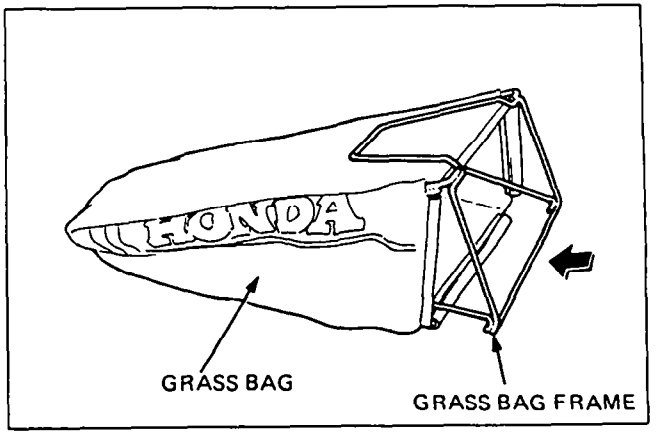
NOTE:
The following adjustment should be performed by an authorized Honda dealer unless the owner has the proper tools and is mechanically proficient.

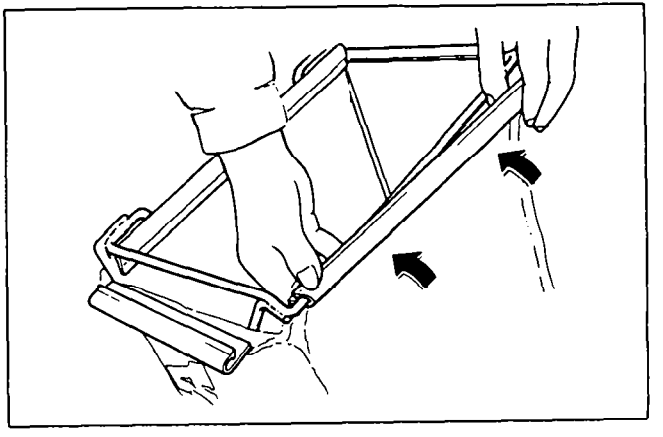
1. Start the engine and allow it to warm up to normal operating temperature.
2. Place the throttle lever in the "LO" position.
3. Connect a tachometer to the engine according to the manufacturer's instructions.
4. Turn the throttle stop screw in or out to adjust the engine speed to 2,000 ± 150 rpm.



GRASS BAG ASSEMBLY

1. Insert the bag frame into the grass bag as shown.
2. Hook the plastic edges of the grass bag onto the frame.





TROUBLESHOOTING

Engine will not start	1. No fuel. 2. Throttle lever in "STOP" position. 3. Spark plug wire loose or disconnected. 4. Spark plug faulty or improperly gapped (p. 26). 5. Engine flooded (p. 16). 6. Dirty air cleaner.
Hard starting or loss of power	1. Dirt in gas tank. 2. Dirty air cleaner. 3. Water in gas tank or carburetor. 4. Vent in gas cap and/or carburetor clogged.
Erratic operation	1. Spark plug faulty or improperly gapped (p. 26). 2. Dirty air cleaner.
Engine overheats	1. Spark plug improperly gapped. 2. Dirty air cleaner. 3. Dirty cooling fins. 4. Low oil level. 5. Starter pulley clogged by grass, etc.
Excessive vibration	1. Loose blade or engine mounting hardware. 2. Blade unbalanced.

SPECIFICATIONS

MODEL	HR194
ENGINE	GXV120
Engine type	Overhead valve, single-cylinder, forced air-cooled four-stroke gasoline engine.
Displacement/Bore and stroke	118 cm^3 (7.2 cu in)/60 x 42 mm (2.4 x 1.7 in)
Ignition timing	25° ~ 27° BTDC
Ignition system	Transistorized magneto ignition
Engine oil capacity	0.6 ℓ (0.63 US qt)
Fuel tank capacity	1.0 ℓ (0.26 US gal)
Spark plug	BP5ES, BPR5ES (NGK) or W16EP-U, W16EPR-U (ND)
FRAME Dimensions (Length X Width X Height)	PXA: 1590 X 510 X 1030 mm (62.6 X 20.1 X 40.6 in) SXA: 1600 X 510 X 1070 mm (62.9 X 20.1 X 42.1 in)
Dry weight	PXA: 34.0 kg (75.0 lb), SXA: 41.0 kg (90.0 lb)
Grass bag capacity	65 ℓ (17.2 US gal, 14.3 Imp gal)
Cutting width	470 mm (18.5 in)

NOTE: Specifications are subject to change without notice.

WARRANTY SERVICE

Your satisfaction and goodwill are important to your dealer and to us. All Honda warranty details are explained in the Distributor's Limited Warranty. Normally, any problems concerning the product will be handled by your dealer's service department. If you have a warranty problem that has not been handled to your satisfaction, we suggest you take the following action:

- Discuss your problem with a member of dealership management. Often complaints can be quickly resolved at that level. If the problem has already been reviewed with the Service Manager, contact the owner of the dealership or the General Manager.
- If your problem still has not been resolved to your satisfaction, contact the Power Equipment Customer Relations Department of American Honda Motor Co., Inc.

American Honda Motor Co., Inc.
Power Equipment Customer Relations Department
P.O. Box 50
Gardena, California 90247-0805
Telephone: (213) 604-2400

We will need the following information in order to assist you:

— Your name, address, and telephone number
— Product model and serial number
— Date of purchase
— Dealer name and address
— Nature of the problem

After reviewing all the facts involved, you will be advised of what action can be taken. Please bear in mind that *your problem will likely be resolved at the dealership*, using the dealer's facilities, equipment, and personnel, so it is very important that your initial contact be with the dealer.

Your purchase of a Honda product is greatly appreciated by both your dealer and American Honda Motor Co., Inc. We want to assist you in every way possible to assure your complete satisfaction with your purchase.

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